

### What should a complaint include?

- > a brief description of the problem
- > the complainant's request
- > the public service with which the complainant is in dispute
- > the actions which may have preceded the complaint and their outcome
- > any evidence or information that may help in the investigation of the problem

A citizen is kept informed by the investigator handling the complaint as to the reference number of the complaint and its progress.

You can contact the Greek Ombudsman in one of the following ways:

By telephone: **+30 213 130 66 00**  
(Monday through Friday, 08:30-14:00 hours,  
Wednesdays, 08:30-16:30 hours)

By fax: **+30 210 7292 129, +30 213 1306 800**

By post: 17, Chalkokondili Str., 11528  
Athens, Greece

By e-mail for general information:  
**communication@synigoros.gr**

You may submit a complaint online  
at the following link only:  
**<http://www.synigoros.gr/e-complaint>**

On the Internet: **[www.synigoros.gr](http://www.synigoros.gr)**

## Who and what is the

### GREEK OMBUDSMAN



THE GREEK  
OMBUDSMAN  
INDEPENDENT AUTHORITY

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### What is the Greek Ombudsman?

The Greek Ombudsman is an Independent Authority sanctioned by the Constitution. It has been in operation since October 1, 1998 and provides its services to all citizens, **free of charge**.

### What is the Greek Ombudsman's mission?

The Greek Ombudsman mediates between public administration and citizens in order to help citizens in exercising their rights effectively.

Additionally, the Greek Ombudsman's mission is:

- to safeguard and promote children's rights
- to promote equal treatment and fight discrimination in the public sector based on race, ethnicity, religious or other conviction, disability, age or sexual orientation
- to monitor and promote the application of equal opportunities and equal treatment of men and women:
  - in matters of employment both in the public and the private sector
  - in matters of access of men and women to goods and services of the public sector

The Greek Ombudsman promotes the protection of vulnerable social groups.

**The Greek Ombudsman mediates after citizens have contacted in writing the civil service with which they have a dispute. As a mediator, the Greek Ombudsman makes recommendations and submits proposals to the public administration. The Independent Authority imposes no sanctions nor does it annul illegal actions taken by the public administration.**

### Who can have recourse to the Greek Ombudsman?

Any Greek or foreign citizen residing in Greece and having dealings with the Greek public sector. The Greek Ombudsman's services are also available to legal entities or associations of individuals.

#### On what grounds?

When some illegal action or lack of action by the public administration has infringed a right or legal interest of a citizen.

### Which are the public services monitored by the Greek Ombudsman?

The Greek Ombudsman is competent in monitoring services of the public sector. More specifically:

- ministries (central and regional services)
- regions and municipalities
- social insurance funds
- tax offices
- hospitals
- schools and universities
- city planning offices
- prisons
- the police
- Public Utility Companies and Organisations (DEKO in Greek)

**In exceptional circumstances, the behaviour of private parties falls within the competence of the Greek Ombudsman:**

- when the rights of children are violated; and/or
- when there is unequal treatment of men and women in matters of employment.

### Which cases do NOT fall within the Greek Ombudsman's competence?

#### The Greek Ombudsman CANNOT:

- intervene when more than six (6) months have elapsed since a citizen has been informed of the illegal action or lack of action of the public administration

- represent citizens in court
- intervene for actions taken by private parties (however, see the above two exceptions)
- intervene for issues regarding staff regulations governing public sector employees unless those issues regard discrimination based on gender, ethnicity, race, age, disability, sexual orientation, religious or other conviction
- intervene for issues regarding national defense and security, foreign policy, and the country's international relations or state security
- intervene for issues pending before the courts
- intervene for actions by the judicial authorities, the Legal Council of State, other independent authorities, and the public religious institutions
- intervene for actions by ministers and deputy ministers with respect to implementation of policy

#### How can a complaint be submitted?

- **In person**, at the Greek Ombudsman's offices, 17, Chalkokondili Str., 104 32, Athens, during workdays and hours (Monday through Friday, 08:30-14:00 hours, Wednesdays, 08:30-16:30 hours)
- **By post** to the above address
- **By fax** at +30 210 72 92 129, +30 213 1306 800
- **Online**, by following the link below which also gives citizens the ability to monitor the progress of their complaint online: <http://www.synigoros.gr/e-complaint>